ISE2 Washing Machine

user guide

Installation and setting up your machine

Use and care of your machine

Advice, help and trouble-shooting guide

Model: AW23

ISE2 Washing Machine

Dear customer,

Thank you for choosing your ISE washing machine, we hope it offers you many years of outstanding results and reliable service.

We would like you to be aware of how to correctly use the machine as it may differ from the way that any previous machine you have owned may operate ISE appliances use the most up to date technologies available to ensure that you receive the best possible wash results whilst helping to protect and care for our environment along with saving you money in detergent and energy use. It is both kind to your wallet and the planet.

We recommend that you read through this instruction manual even if you have used a washing machine in the past and familiarise yourself with the machine and how it operates before using the machine, paying careful attention to the installation section if you have chosen to install the machine yourself.

We take great care in our products' design and function, including this manual to ensure that you get the best out of your new machine and we hope you enjoy how easy we try to make life for you.

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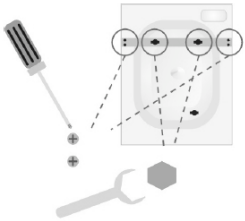
Section 1: Installation

Please pay attention to the following instructions before using your washing machine.

Failure to install the machine correctly may result in unrepairable damage which is not covered by your warranty. If you are unsure do not proceed and call an appliance engineer or installer.

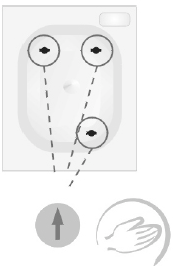
1 Transportation screws, which are located at the back of the machine, must be removed before running the machine



2 Remove the transport guard as well as the sleeves and the bolts

3 Unscrew and remove the lower bolt and sleeve

4 To the holes where the transport screws have been removed, insert the plastic transport caps



The transportation screws that have been removed from the machine should be kept for any future transportationof the machine

Suitable Installation Surroundings

It is important that you adhere to the following guidelines to get optimal noise and vibration reduction from your machine:

- The machine should be installed on a solid surface*
- The machine should not be installed on thick carpet or a loose carpet/flooring such as a rug, carpet tiles however are acceptable if properly fixed
- The machine should be properly levelled
- Clearance should be allowed at either side and top for movement and ventilation purposes
- Your machine is designed to be operated from UK mains votage only in a suitable area in accordance with legislation

Connections

Your new machine requires three "connections" to operate as folows:

- Cold water fill from a 3/4" BSP inlet connection
- Drain to either standpipe (ideal) or sink trap connection
- 13A UK three-pin plug point

Water in

Water Connection

The machine should be connected using the included 1.5M fill hose to a suitable water inlet tap. Should you not have one avaibable please contact a plumber for further assistance in fitting one.

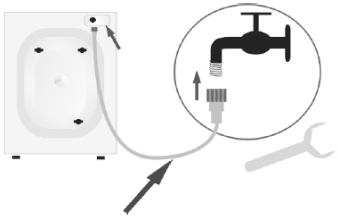
The maximum recommended distance, with a suitable extended fill hose is 2.5M from the inlet.

The fill hose should be connected using the washers supplied in order to prevent leaks and should be tightened to "hand tight" to achive an optimal connection. Overtightening of this connection may result in the hose connection splitting so please be careful.

The machine will operate between 1 and 8 BAR pressure and the incoming water pressure can greatly affect program running times.

The water fill pipe should be connected to the machine as shown in the diagram to the right

Do not use the old hose!



CHECK AND ENSURE THERE ARE NO LEAKS AFTER CONNECTING!

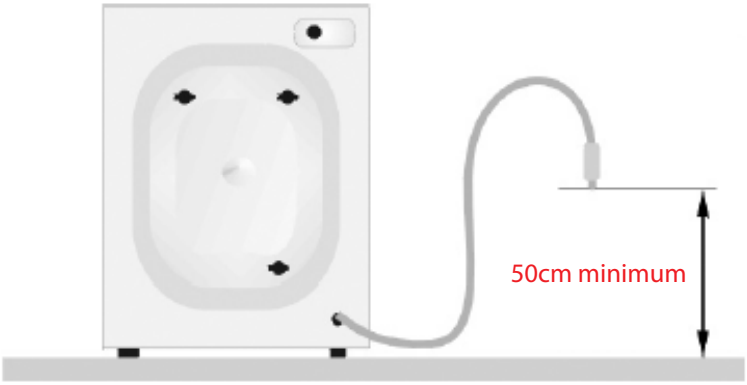
** Installation to a "floating" floor or many types of wooden floor can cause excessive vibration if not installed and levelled correctly*

Drainage Connection

The machine should be connected using the fixed 1.5M drain hose to a suitable drainage point on your home plumbing. If this is not available or seems unsuitable you may require a plumber to alter your drainage point to suit an automatic washing machine.

Should you require an extended drain hose to reach the drain point the maximum advisable length of hose is 2.5M, extending any further than this may cause issues with draining.

It is vital that the drain hose is elevated within the guidelines shown in the diagram below. Failure to do so can cause "backfilling" where the machine can fill from the home plumbing causing malodours and this is not covered by warranty



- Be sure that water inlet and drain hoses are not folded, twisted, crushed or stretched
- Water drain hose should be mounted at a height of minimum 50 cm, maximum 100 cm from the ground
- The end of the drain hose may directly be fitted to the waste water outlet hole or a special apparatus mounted on the outlet bracket of the wash-stand
- Never attempt to extend the water drain hose by adding extra parts without advice from an engineer or installer, drain extension kits are strongly discouraged

water out

Mains Voltage Connection

Your machine requires a UK 13A standard plug point from which to draw power and is pre-fitted with a standard 13A plugtop which is moulded onto the power lead. Wherever possible this should be inserted directly to a suitable plug point and not an extension lead or suchlike.

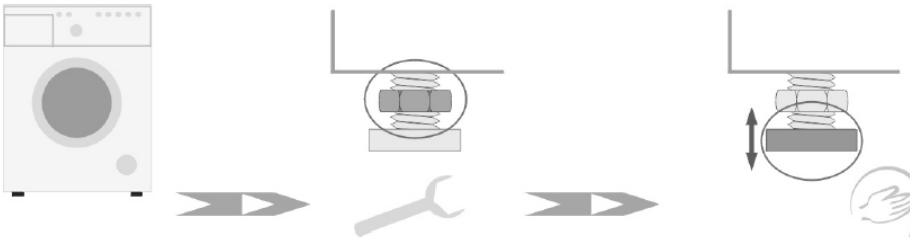
Your machine contains sensitive electronic components which, if fed a poor or irregular power supply, can manifest "ghost" faults, that is, faults that are generated by an irregular or poor power supply that cause the electronics to become unstable. It is therefore very important that the mains supply is good.

Should you wish or require to extend the power supply please contact your installer or an appliance engineer for a suitable solution.

Levelling The Machine

One very important part of the installation is to ensure, after the machine is placed into postion that it is level and solid. Failure to do so can lead to excessive vibration and noise from the machine as well as poor or no spin if the vibration reaches a level that it operates the machine's built in anti-imbalance circuitry.

To do this it is best advised to use a spirit level on the lid of the machine ensuring that the top is level from front to back and side to side. This is not always possible where the machine is installed beneath a worktop and, in this case, a thin spirit level placed on the leading edge will allow you to ensure the machine is as level as possible from the front.



Levelling is made easy by using the front feet as shown above.

Simply loosen the plastic locking ring, adjust the floor to the desired height by screwing or unscrewing as usual to level the machine using your spirit level.

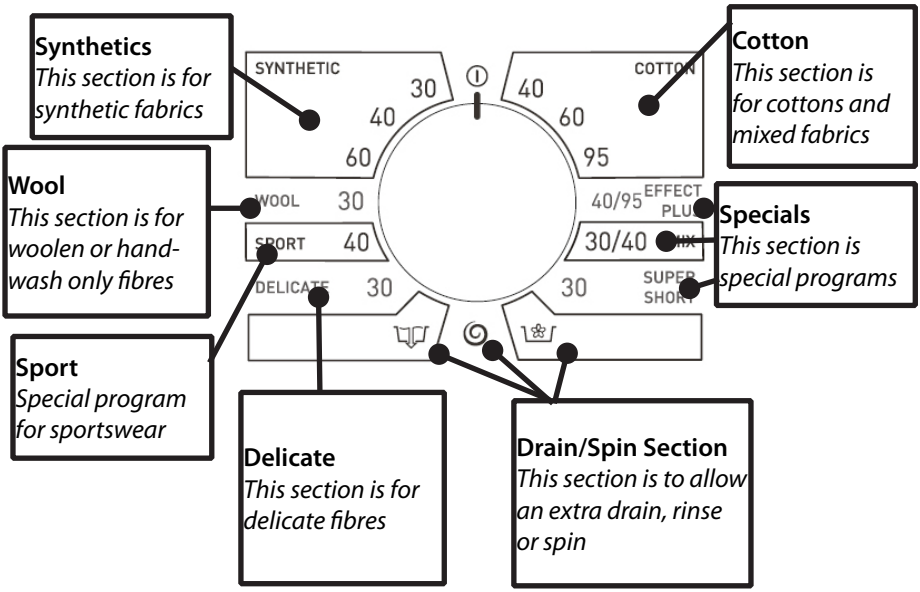
Once complete screw the locking plastic rings back to lock each foot into position and to ensure that they remain as set.

Section 2: Programs

In this section we will deal with the various programs and functions of the washing machine and take you through it step by step. Please feel free to use this guide as a reference and doing so will ensure that you get the best possible results from your machine.

The first part of the machine that we will explain is the program dial which you use to set the various programs depending on the fabric type and level of soiling (how dirty the clothes are). The choice of the proper program is very important if you wish to receive the best possible results.

The program dial is divided into seven main sections (detailed below) for each different type of wash with one of those sections offering additional rinse, spin and drain functions.



As the above diagram shows how the control dial and programs are split into easy to follow groupings making it far easier to select first by fabric type and then by wash temperature. Or any other special requirements or programs which we shall explain further on in this guide.

Program Guide & Symbols

Now that you know what section of the dial is used for what type of fabric it becomes easy to select the program that you desire to use within each section. On the ISE2 this mainly falls down to simply selecting the temperature of wash that you require and pressing the start button.

However, there are many special programs on the dial which we shall explain in detail later which may benefit you under certain circumstances or for special care fabrics.

It is worth taking heed of the fabric care labels on many modern garments as they can use special fibre mixes and, if you use the wrong program, you can damage these more delicate items.

Cycle Times

Throughout this guide we do give approximate cycle times which we have verified under test. However it is very important to note that these can vary by a considerable degree depending on local conditions and the time of year and should therefore be regarded as for guidance only.

During the winter the incoming cold water temperature is often several degrees lower than it is during the summer months and this leads to additional heating time and this will affect these times.

Water pressure can also massively change the cycle times. A lower water pressure would mean that on every fill the machine takes slightly longer and can lead to longer than anticipated cycle times.

If the machine completes the cycle but takes longer than you would expect then there is no fault with the machine it is just being affected by local conditions such as these.

Also note that the remaining time may change with changes in conditions as the machine will readjust as required and update the time remaining as required.

Sorting Laundry

More than any other factor, sorting your laundry into whites/lights and coloured items is essential to getting good results and we strongly advise that you do not mix light or white items with coloured ones on any program. Doing so can lead to discolouration and dye transfer which may well be irreversable.

It is also important that you use two detergents, one for whites/lights that is bleach containing and one specifically for coloured items which does not contain any bleach. Doing this will ensure that your machine remains in good order and that your clothes last much longer.

Cotton Washes

Cotton and mixed fabric washes are the most common washes used in the UK, in particular the 40°C wash. With modern energy saving methods it is possible to use very little electricity and reduce the water consumption but this does mean that the wash time is extended.

cottons

Where time is not such a concern please use the standard programs to achieve a deeper clean and to reduce water and electricity consumption.

It is worth noting that the wash agitation is greater on all the cotton cycles than that of synthetic or delicates cycles for a deeper and more intensive cleaning however, if you repeatedly place delicate items in a cotton cycle it can cause damage to your clothing.

The following section details the uses and features of each cotton cycle.

cotton 40°C

The 40°C cotton cycle is the most commonly used wash cycle in the UK as it copes admirably with most everday washing and should prove efficient and effective for most clothing. Most cottons or cotton mixes can be washed safely on this cycle and you will have all the benefits of stain removal.

This is the program that we would recommend for most everday washing for the best results.
Uses detergent compartment 2

Ideal for: Medium soiled cotton or linen textiles including coloured items

Can be used with: Full load (6kg) - Easy Ironing - ECO/Intense - Variable Rinse Level

Approximate cycle time: 74 minutes

cotton 60°C

This is the standard cotton 60°C cycle and is the best program for most cottons, especially if worn next to the skin or used in bedding which is not too dirty. Using this program for bedding also ensures that almost all mites are destroyed.

This program is ideal for most towelling and bedding etc.

Uses detergent compartment 2

Ideal for: Medium/heavy soiled cotton or linen textiles and bedding

Can be used with: Full load (6kg) - Easy Ironing - ECO/Intense - Variable Rinse Level

Approximate cycle time: 89 minutes

cotton 95°C

This is the cotton 95°C cycle and is essentially a boil wash. It should be used for very heavily soiled items that require to be effectively sterilised. It can also be used for bleaching and dying items as instructed by the garment label.

Uses detergent compartment 2

Ideal for: Very heavily soiled cotton or linen textiles

Can be used with: Full load (6kg) - Easy Ironing - ECO/Intense - Variable Rinse Level

Approximate cycle time: 149 minutes

effect plus wash

The effect plus cycle wash is a 95°C cycle with a 40˚C pre-wash. It should be used for very heavily soiled cotton or linen and gives a very strong wash.

Uses detergent compartment 1 and 2 (1 = Prewash / 2= Main Wash)

Ideal for: Very heavily soiled cotton (bedding) or linen textiles including coloured items

Can be used with: Full load (6kg) - Easy Ironing - ECO/Intense - Variable Rinse Level

Approximate cycle time: 167 minutes

mixed wash

This program allows a mix of fabrics (cotton & synthetic) to be washed effectively in a short time whilst retaining the best possible stain removal characteristics. For most everday mixed wash loads you will find this program very effective and fast.

Please note that this program is half load only and has a short spin cycle.

Uses detergent compartment 2

Ideal for: Medium soiled cotton or linen textiles including coloured items

Can be used with: Half load - Easy Ironing - ECO/Intense - Variable Rinse Level

Approximate cycle time: 91 minutes (40°C, 600rpm maximum spin)

super short

The super short quickwash is designed to refresh very lightly soiled items and we do not recommend it for more intense cleaning or for items that need more than refreshed.

Uses detergent compartment 2

Ideal for: Very lightly soiled cotton or linen textiles including coloured items

Can be used with: Third load (1.5kg) - Variable Rinse Level

Approximate cycle time: 26 minutes (30˚C, 600rpm maximum spin)

Additional Programs

The additional programs section allows you to manually control some elements of the washing cycle allowing flexibility to run additional an spin cycle, rinse or drain cycle.

additional

rinse only

This feature allows you to do an additional rinse and spin cycle on it's own outwith a full program. as well as allowing for any special treatments that you may wish to use.

spin only

This program gives a spin at normal speed should you require only to spin some items.

drain only

This option will simply drain the machine.

rinse & hold

On most programs, by using the spin speed button, you can vary the spin speed and access the rinse hold function which is in place when the symbol above is displayed.

Delicate & Special Washes

Delicate items, especially machine washable wool or wool mixed fabrics will require a more gentle wash than the synthetic washes in order to give the best possible care for your clothes. These programs have a lower drum agitation and so are gentler to your clothes and none will heat above 30°C or offer the full spin speed, all these programs will spin at the lower speed.

delicates

It is very important that, when washing wool or woolen mix items that you use a detergent for that specific purpose. Failure to use the correct detergent will almost certainly result in damage, primarily shrinkage, to your clothes which cannot be reversed.

It is also important to not spin delicate items if they are labelled as being unsuitable for spinning and hence the delicates program stops with water in the drum.

Please remember that your choice of detergent is vital to get outstanding results when using woolen and delicate cycles

delicate 30°C

The delicate 30°C cycle is designed with a very gentle wash action to care for very delicate fibres such as silk mixtures, polyester, polimiads and so on. The need for this cycle will be shown on your fabric care label.

Uses detergent compartment 2

Ideal for: Slightly soiled wool or delicate textiles including coloured items

Can be used with: 1/3 load - ECO/Intense - Variable Rinse Level

Approximate cycle time: 44 minutes

wool 30°C

The wool 30°C cycle is designed with a very gentle wash action to care for both hand and machine washable woolen items. However it is extremely important to use the correct "Wool" detergent when washing woolens as well as to use less than half the drum capacity to allow these items to move freely around the drum.

Uses detergent compartment 2

Ideal for: Lightly soiled wool items

Can be used with: 1/3 load - ECO/Intense - Variable Rinse Level

Approximate cycle time: 54 minutes

Synthetic Washes

Synthetic washes are for man made fibres are also known as acrylics on some older garments and require a more gentle wash action than most cotton based fabrics. Therefore these washes have a lower agitation speed and are more gentle in the washing process. It is important that you select the correct wash type as for example, should you wash a synthetic printed t-shirt on a cottons wash by mistake, you can cause damage to the fabric of the garment and this can lead to a loss of quality in the print or the fabric itself.

synthetic

If you are unsure of what wash to use please refer to the wash labels section later in this guide and, if this information is unavailable, we would advise that you select a gentle wash to avoid damage to your clothes. Conversely, washing a cotton item that requires a higher level of agitation on a synthetic program may not clean it properly.

The rest of this section will explain the various synthetic wash options and what they are used for.

synthetic 60°C

The synthetic 60°C cycle should only be used when the care label of the garment specifically states that it can be used for dirty synthetic or mixed synthetic garments.

Uses detergent compartment 2

Ideal for: Heavily soiled synthetic or mixed synthetic textiles including coloured items

Can be used with: Half load - Easy Ironing - ECO/Intense - Variable Rinse Level

Approximate cycle time: 89 minutes

synthetic 30˚C & 40°C

The synthetic 30˚C and 40°C cycles are the most common synthetic cycle used and should suit most everyday synthetic or mixed fibre garments.

Uses detergent compartment 2

Ideal for: Medium soiled synthetic or mixed synthetic textiles including coloured items

Can be used with: Half load - Easy Ironing - ECO/Intense - Variable Rinse Level

Approximate cycle time: 67 (40˚C)/60 (30˚C) minutes

Section 3: Using Your Machine

Your machine has been designed with great care and thought to be as simple to use as possible and, now that you understand the various programs and how the timer dial is arranged, you can see that it is as intuative as possible.

This section is all about how to use your machine and offers advice on getting the most from your ISE.

First Use

When your machine is delivered you may find that there is some residual water from factory testing in the machine, this is nothing to be concerned about and is perfectly normal.

Although not absolutely necessary we do recommend that you run a "maintenance wash" when the machine is first installed as it accomplishes several things at once:

- You establish that the machine is operating normally
- That the machine is installed correctly
- That the machine is clear and clean internally

It also allows you to see how the machine operates and become familiar with the controls and soap dispenser section.

To carry out a maintenance wash:

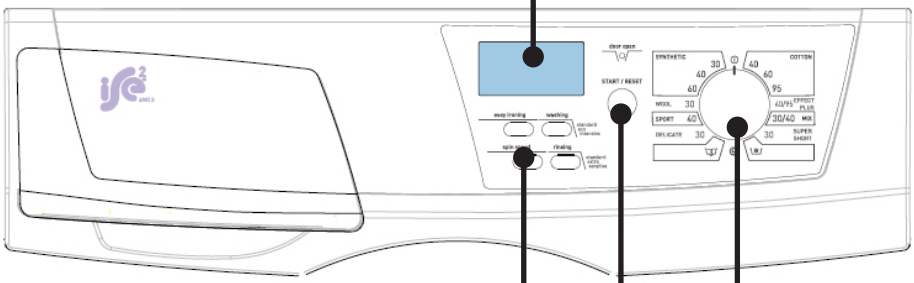
- Place a normal dose of bleach containing detergent (see page 20) in compartment 2 of the soap drawer
- Do not place any clothing in the drum
- Turn main control dial to the Cotton 60˚C or 95°C wash
- Ensure that the door is closed and latched
- Press the Start/Pause button
- Allow the program to complete

This will clean and refresh the insides of the machine and a regular maintenance wash is recommended about once a month to keep the inside of the machine clean, fresh and operational. Should you ever encounter any malodour or smell from the machine please run at least one maintenance wash to clear the smell.

We feel that, even although ISE machines are designed to be as simple and easy to use as possible, that you familiarise yourself with the various controls and functions of the machine before beginning to wash.

To use the machine simply select the desired program for the relevant type of laundry, then select any options that you wish to use and press the "Start" button. For most everyday use this is sufficient.

However we will now show you the various functions and uses of the controls.



The LCD panel shows the status and progress of the machine

The four buttons here control the wash various options, described in more detail on page 9

This is the "Start/Reset" button with the door locked light above it. This button is use to start and run the machine once the program and options have been chosen

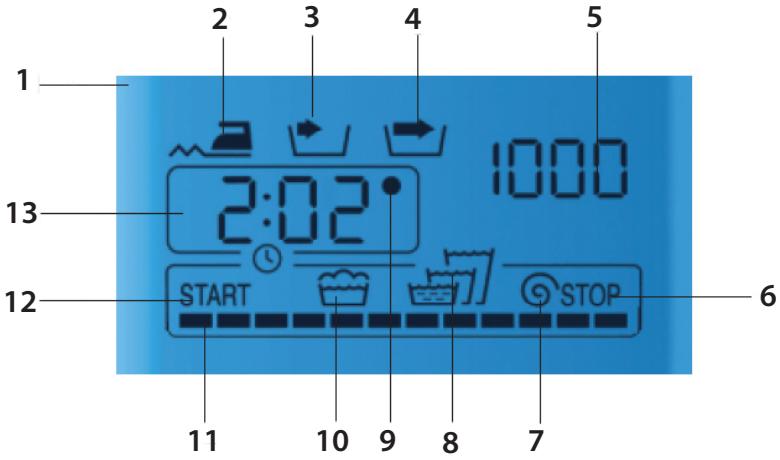
The program control knob (shown on page 5) is used to select the various programs described in previous sections of this guide

The door open LED (above the Start button) will flash if there is an error detected or if the door is detected as not being correctly closed.

LCD Display

The LCD display offers a simple way to see which options have been selected for your wash as well as displaying the current status during a program and an estimate of the wash time remaining.

The panel will also show, at a glance, if the machine is set to delay a wash.



Basic Indications

1 - LCD panel

2 - Easy Ironing active when visible

3 - Eco wash function active when visible

4 - Intense wash function active when visible

5 - Spin speed indicator (set to 1000rpm in this example)

6 - Washing cycle end indicator, cycle complete when visible

7 - Washing cycle spin stage

8 - Washing cycle rinse stage

9 - Delay start engaged if this symbol is visible

10 - Washing cycle wash stage

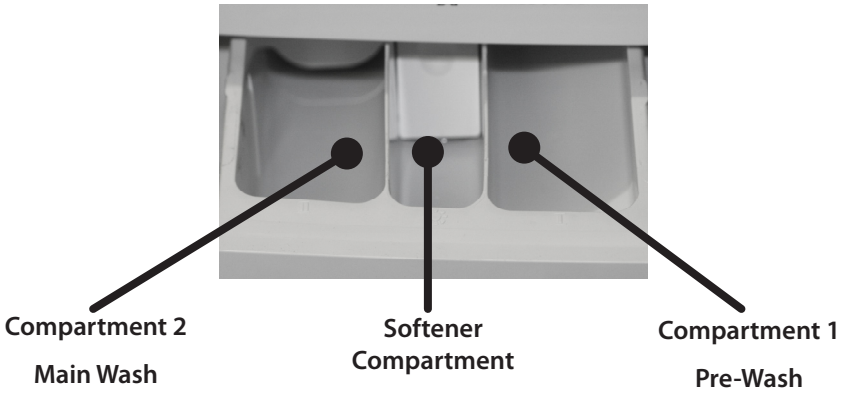
11 - Washing cycle stage indication, this shows the current phase of the cycle

12 - Washing cycle start indicator, once visible the cycle has been started

13 - Estimated washing time remaining display

Detergent Drawer

For most washes all that is required is to use compartment "2" of the soap dispenser and the middle fabric conditioner one if required. Compartment "1" is only used for pre-wash detergent where required by the cycle chosen.



Loading Laundry

In order for the washing machine to clean your clothing the garments placed in the drum must have room to move. This means that you should not cram the machine full and effectively overload the drum. Should you do so then there is a risk of damage to the machine and the clothing as well as inferior cleaning results so it is highly inadvisable.

To load correctly you should always have an approximate 10cm gap (roughly the width of your hand) between the top of the laundry and the top of the door as shown in the photograph below:

This shows the correct amount of space that is required to obtain the optimal results from your ISE and, loaded correctly with the correct detergent being used your machine will deliver great washing results.

Starting The Machine

Once you have loaded the machine and placed the detergent in the correct compartment of the soap drawer or placed the detergent in the drum you are ready to close the door and select your desired program and options selected.

Should the door not be closed correctly or hindered in some way the safety features of the machine will not allow it to start and if this should happen then the start/pause light will blink to indicate that the door is not correctly closed.

Select any options that you wish to use on that program and the corresponding indicators will light.

To begin the program now press the Start/Pause button once and the program will start.

Changing The Program

If you have selected a program and wish to change it follow this procedure:

- Press the Start button
- Turn the program dial to the "O" (Off) position
- Set the program dial to the desired program
- Press the Start/Pause button again to start the new selection

Cancel A Program

Should you wish to cancel a program follow this procedure:

- Press the Start button
- Turn the program dial to the "O" (Off) position
- Set the program dial to the draining or spinning program
- Press the Start/Pause button again to drain and clear the program

Program End

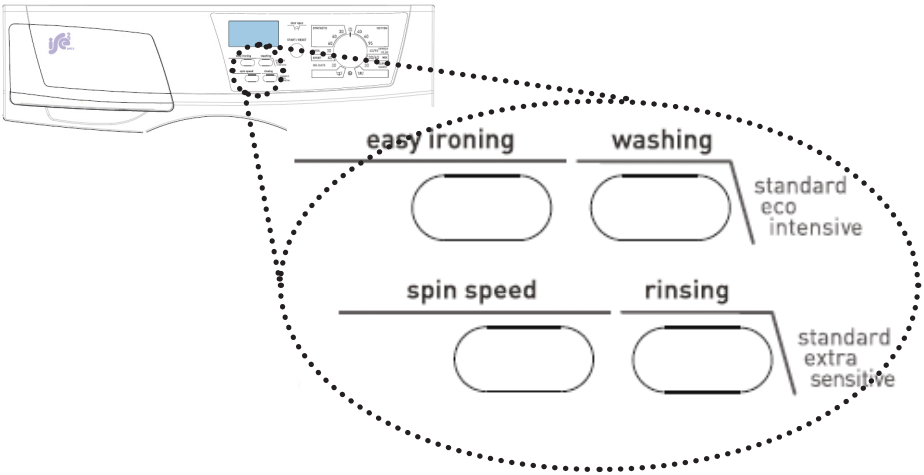
Once the Program has ended the machine will automatically stop and the program end light will be lit. Turn the program selector to the "O" (Off) position to switch the machine off.

Program Options

The program option buttons allow more flexability in the programs and for you to tailor the programs to the way in which you want them to work. They are also required for some fabrics, such as the variable spin speed option which is required for delicate silks and suchlike.

Please note the symbols below and, in the previous guide to each program, you can quickly see which options are available on which programs as some options are not available on all programs since either they are not required or they could prove detrimental to the type of fabric that the program is designed to be used with.

Where the options are not available pressing the function button/s will have no effect.



The Easy Ironing option limits the spin speed to 800rpm and also, when the cycle is complete, the drum will agitate to minimise creasing.

The Washing button offers the three wash options, standard, Eco and intensive. The Eco option reduces the rinses by one rinse and offers savings on detergent and energy use for lightly soiled clothing.

The spin speed button allows you to change the spin speed to suit various types of fabric and clothing.

The rinsing option give you a choice of the standard rinsing for the selected program which is the default. Extra will add one rinse to the selected program and sensitive will result in five rinses being used for people with sensitive skin or skin allergies to ensure outstanding rinse results.

Laundry Sorting & Detergents

The very first thing to do is sort your laundry into white/lights, separate coloured or dark items and articles that require special treatments, such as wool or hand wash clothing. This is essential to prevent dye transfer and to keep your clothes looking good for longer.

It is no more or less expensive than simply using the same detergent for all as many people do, but it will ensure far superior results from your washing machine as well as helping to retain your clothes good looks for much longer.

You will require a minimum of two detergents and possibly three if you wash delicates:

- Normal detergent containing bleach
- Colour detergent that does not contain bleach
- Special detergents for wools and delicates

From an environmental standpoint we recommend normal biological detergent or non-biological and also for colour detergent. This is the only detergent which will deliver excellent results and environmental benefits. This is also the only detergent currently bearing the EU Eco Flower mark.

You can find out more at www.simplywashing.com

Should you wish to wash woolen, part woolen or other delicate items it is essential that you use a mild detergent or you will damage the clothing. We would suggest that a mild detergent such as Woolite is ideal for such garments.

Important Notes:

Bleach containing detergent is normal powder or tablets only and this includes both biological and non-biological powders or tablets.

Colour detergent does not contain any bleach at all.

No liquid or liquid tablets contain bleach.

Normally no delicate detergents contain bleach.

WARNING!

Use only detergent that is recommended for domestic automatic (front loading) washing machines as other detergents such as commercial or toploader/twin tub detergents can cause damage that will not be covered by your warranty.

Laundry Symbols

All clothing manufactured has laundry symbols on the garment's labelling that will give an indication of the recommendations for washing without causign damage to the garments as well as extending the life of them. Washed incorrectly some items may become damaged in a few washes or it could take many for the item to become damaged. It is important that you follow the labels as much as possible to ensure that your clothes last as long as possible and remain looking new.

symbols

In normal circumstances the main five laundry symbols are shown below although there are various options shown with these symbols as the maximum temperature suitable will be shown in the "bucket" where applicable.

Normal Wash Process
Any program can be used dependendent on the temperature indicated but a vigorous wash process is recommended. Pre-treat stubborn stains.

Mild Wash Process
"Easy care" coloured wash: reduce the quantity of laundry. Pre-wash only if the textiles are heavily soiled. Avoid spinning or do spin for short periods only to minimise the risk of creasing. Maximum temperature will be indicated in the bucket.

Very Mild Wash Process
For articles e.g. in machine-washable wool. This washing cycle ensures a low mechanical treatment. Reduce the quantity of laundry substantially, the drum should be not more than on-third full. Select an appropriate delicates washing program.
Pay particular attention to the detergent instructions as use of the wrong detergent me irreparably damage delicate items.

Do Not Wash
Articles marked in this way must not be washed. They may be sensitive to any kind of wet treatment or be unsuitable for washing in a washing machine because of their size.

Hand Wash Only
Garments with symbol can only be hand washed or washed in your machine using the special hand wash program at a water temperature between 30° C and a maximum of 40° C, depending on the particular article.

Specifications

Technical Data

Width:	595mm
Depth:	505mm
Height:	850mm
Weight:	65kg (unpacked) 66.5kg (packed)
Rated Voltage Supply:	230V / 50Hz
Rated Power:	2300W
Overcurrent Protection:	10A
Maximum Rated Load:	6kg
Water Pressure:	Minimum: 1 bar (0.1 MPa) Maximum: 8 bar (0.8 MPa)
Energy Efficiency Class:	A+
Washing Efficiency Class:	A
Spinning Efficiency Class:	B
Average Power Consumption:	1.02 kW per cycle
Average Annual Consumption:	204kWh
Average Annual Water Use:	9900 litres
Spin Speed:	1400 r.p.m.
Noise Level:	Washing 60dB(A) Spinning 78dB(A)
Complies with EC Regulations:	PN-EN-60456 CE Directives: 73/23/EEC, 89/336/EEC, 92/75/EEC

details

Section 4: Safety & Security

Your ISE washing machine has several modern safety and security features built in in order to protect your clothing, property and the machine itself. It is important that you familiarise yourself with these features

Balance Protection

The machine has a feature built into the electronics that will detect what is known as an "out of balance" or OOB situation where the weight of clothing in the drum could cause damage by being spun through excessive vibration. Things that are liable to make this feature engage is where single items of clothing, especially heavy items such as towels or jeans, would not distribute evenly around the drum before the machine spins.

The machine will attempt, before entering into a spin cycle, to sort and distribute the washing to give as even a balance as possible thereby minimising any vibrations and making the machine smoother and quieter in operation.

However, should the machine not be able to evenly distribute the laundry to ensure that the machine spins in a safe and controlled manner the spin cycle will abort after several attempts to compensate.

In order to avoid this situation we would suggest washing several items at once or, where this is not possible, add "ballast" to the machine so that it can spin safely. This practise of not washing single items where it is avoidable is far more efficient and environmentally friendly.

Overfill & Overheat

Your machine is also equipped with sensors that will detect both an overfill and overheat situation. Both of these features work in the background and require no user intervention.

Should either of these features be activated an error message will be indicated by way of a fault code and you should contact your nearest service centre for further assistance (see page 26).

Door Safety Device

Your machine has a door safety device that prevents the door from being opened inadvertently or by a child whilst in operation. This door lock will also remain locked for approximately two minutes after the wash cycle has been completed and the drum has stopped moving.

Power Failure Protection

Your machine has a feature whereby if you suffer from a power loss or power cut, that when power is restored the machine will continue operation from the point at which it stopped.

This is not harmful to your machine.

safety

Drain Protection

Your machine also has a safety feature that will prevent it from spinning when full of water, for instance if the machine fails to drain for any reason.

This is to prevent possible damage to the machine by trying to spin too much weight as well as to stop water leaking. Should this happen please contact your nearest service centre for more assistance.

Section 5: Care & Maintenance

Taking a little care and regularly cleaning your machine will ensure a longer life and better performance.

care

Soap Drawer

The soap drawer can easily be removed for cleaning purposes, simply pull the drawer open and when it stops simply pull forward again to remove the drawer completely.

It is advised that this is cleaned approximately once a month as well as the inside of the drawer to prevent a build up of excess detergent and softener which can lead to mould or mildew forming in the drawer.

The siphon plug can then be removed for cleaning as, if this becomes blocked, the machine may not take fabric conditioner correctly.

Both parts shown should be cleaned regularly so that the softener is dispensed correctly.

Pump Filter

The filter is located at the bottom right hand side of the front panel of the machine behind the filter door and can be easily accessed for cleaning. Please remember to clear this on a failry regular basis as small items such as coins and pins inadvertantly left in pockets will end up here. However it is vital that pockets are checked as items left in clothing can cause severe damage to the machine and any damage may not be covered by your warranty if it is caused by external objects.

There is also a "drain down" hose here that can be used to ensure that the machine is empty before you open the filter or to drain the machine down should the drain function fail to work for some reason.

WARNING!

Failure to clear the filter on a regular basis can cause drainage and or noise problems that may not be covered by your warranty!

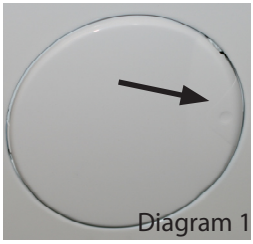


Diagram 1

To access the filter simply push the dimple on the filter cover to open the door as indicated by the arrow in Diagram 1.

After You have opened the filter cover as shown in Diagram 2 you can pull out the "drain down" hose and empty any residual water from the machine by holding the hose over a bowl or dish and pulling the grey stopper from the end.

Diagram 2

This is a useful safety feature that allows you to also drain the machine down manually should the machine fail to drain for any reason.

The filter can then be removed by simply unscrewing it.

Once the filter is removed you will be able to see the blades of the drain pump and you can see if these are clear with no objects blocking them or impairing their way.

The filter should be clear of all objects and any fluff, coins, pins or any other materials should be removed to prevent damage or a failure to drain.

WARNING!

Always remember to place towelling on the floor to catch excess water!
Please note that damage caused by foreign objects or faults arising from these being present may not be covered by your warranty.

Section 5: Troubleshooting

Very often simple problems are easily rectified often without any need for a service engineer to visit. Should you encounter any behaviour from the machine that you feel is unusual or not normal in some way please pay particular attention to this section before contacting a service centre.

The machine will not start or power on

Check the plug and fuse for the machine making sure that power is available to the socket to which the machine is plugged into.

Start/Pause button not pressed

Program knob set to "O" (Off) position

Door not closed

The machine will not fill with water

Is the water inlet tap switched on and the hose not bent or obstructed?

Door not closed

The machine will not drain water

Ensure that the drain hose is not obstructed or bent and that the drain is clear. This is especially important where connected to a sink trap.

Pump filter may be obstructed, please check that it is clear

The machine vibrates

Ensure that the transit straps have been removed (see page 1)

Ensure that the feet have been adjusted and the machine is level (See page 4)

Ensure that the load is balanced as best as possible

Is the flooring that the machine is installed on solid? It is possible that installation on a wooden "floating" floor can lead to vibration.

There is foam in the detergent drawer

Too much detergent has been used, please reduce the doseage.

Incorrect detergent used, please use a recommended detergent for domestic use automatic washing machines only

The washing results are poor

The single biggest cause of this is overloading, please see page 18 of this guide for loading advice and instruction.

Have you selected the suitable program for the laundry type?

Incorrect detergent used, please use a recommended detergent for domestic use automatic washing machines only or insufficient detergent used to clean correctly.

Cont./

Cont./

Ensure that the detergent dose meets the criteria based on soil level (how dirty the clothing is), the water hardness for the area and the amount of laundry being cleaned.

The water drains as it fills

The drain hose is set too low and must be raised in accordance with the installation instructions on page 3

There is dirty water in the machine after use

The machine is filling with water from your drainage system. Very often this is a result of the drain hose being too low and connected to a sink trap or a fault with your plumbing which may require the attention of a plumber.

No water is seen in the drum

No fault. Today's energy efficient washing machines use much less water and the water will rarely, if ever, be seen above the level of the door.

There are residues on the clothes

Invariably caused by overloading or overdosing detergent.

The machine does not spin

Imbalanced load, see page 20

Blocked or obstructed filter, see page 22-23 for instructions on cleaning the filter

The washing machine smells

There are no components in the washing machine's construction that can cause any malodour from the drum or drain. In virtually every instance any odour will be caused by prolonged or exclusive use of liquid detergent or a detergent that does not contain bleach or sufficient bleach to clear the machine of any bacteria.

It is therefore imperative, especially where liquid detergents are used, to periodically clean the machine using a maintenance wash as described on page 12 or by using Affresh washing machine cleaner regularly.

Whilst a maintenance wash is sufficient when carried out regularly Affresh is more effective and, often more convenient for many people. Regular use as described by the manufacturer will keep the inside drum and tub free of bacteriologic build ups and therefore any odour as well as keeping the machine operating in good order.

Error Codes

Should a fault or error be detected your machine will display this by an error code that will be displayed on the LCD panel as shown below. http://shop.ukwhitegoods.

Error 01 (E01)
The door is not detected as being closed, ensure that the door is closed

Error 02 (E02)
Low water pressure, ensure that water supply is okay and inlet filter clear

Error 03 (E03)
Draining malfunction, pump blocked, ensure that the filters are clear

Error 04 (E04)
Machine is overloaded, please remove some laundry and restart

Error 05 (E05)
No incoming water detected, check water supply

Error 06
Wash program interrupted, clean filter and/or drain hose and restart

WARNING!
Please ensure that the appliance should only be serviced by a competent service engineer and that you should not attempt any repairs beyond maintenance described in this manual.

There is a risk of electric shock from internal components even when mains voltage is removed.

ISE Limited
19-21 Nursery Street, Kilmarnock, Scotland
0845 226 1268
www.iseappliances.co.uk

For service email: service@iseappliances.co.uk